

IN THE CLAIMS:

1 (Currently Amended). A telecommunication system comprising:

- a first type of telecommunication switch;
- a first server coupled to said telecommunication switch, the first server to retrieve call-associated data comprising details of a customer account;
- a second type of telecommunication switch, to receive a call transferred from the first type of telecommunication switch;
- a second server coupled to said second type of telecommunication switch, said second server to determine a source of the transferred call as being the first server by an area code prefix; and
- a data network link coupled between said first server and said second server, the second server to request the call associated data from the first server.

2 (Cancelled).

3 (Previously Presented). The telecommunication system of claim 1, wherein the call-associated data is retrieved by said first server based on a telephone call to said first type of telecommunication switch.

4 (Original). The telecommunication system of claim 3, wherein said telephone call is received by said first type of telecommunication switch via a Public Switched Telephone Network.

5 (Original). The telecommunication system of claim 4, wherein said first server comprises a database, and said call-associated data is retrieved based on an automatic number identification of said telephone call.

6 (Original). The telecommunication system of claim 1, wherein said data network link is

a Transmission Control Protocol/Internet Protocol link.

7 (Original). The telecommunication system of claim 1, wherein said first type of telecommunication switch and said second type of telecommunication switch are different types of private branch exchange switches.

8 (Original). The telecommunication system of claim 1, wherein said first server is coupled to said first type of telecommunication switch via computer telephony integration.

9 (Currently Amended). A method of receiving call-associated data of a telephone call received by a first type of telephone switch, said method comprising:

retrieving call-associated data based on automatic number identification (ANI) of the telephone call by a first server connected to the first type of telephone switch;

transferring the telephone call to a second type of telephone switch having a second server connected thereto;

said second server determining a source of the transferred telephone call as being the first server by an area code prefix;

requesting the call-associated data from a first server coupled to said first type of telephone switch, the call-associated data comprising details of a customer account; and

receiving the call-associated data at a second server coupled to said second type of telephone switch.

10-11 (Cancelled).

12 (Original). The method of claim 9, wherein said call-associated data is received at said second server from said first server via a data network link.

13 (Original). The method of claim 12, wherein said data network link is a Transmission Control Protocol/Internet Protocol link.

14 (Original). The method of claim 9, wherein said first type of telecommunication switch and said second type of telecommunication switch are different types of private branch exchange switches.

15 (Original). The method of claim 9, wherein said first server is coupled to said first type of telecommunication switch via computer telephony integration.

16 (Original). The method of claim 9, said first server comprises a database, and said call-associated data is retrieved based on an automatic number identification of said telephone call.

17 (Previously Presented). A method of operating a telecommunication system comprising:

receiving a telephone call at a first type of telephone switch;

retrieving call-associated data about the telephone call at a first server coupled to said first type of telephone switch based on automatic number identification (ANI) of the telephone call;

transferring the telephone call to a second type of telephone switch;

determining a source of the telephone call at a second server coupled to said second type of telephone switch via an area code prefix; and

requesting the call-associated data from said first server, the call-associated data comprising details of a customer account.

18 (Original). The method of claim 17, further comprising:

receiving the call-associated data at said second server over a data network link coupled to said first server.

19 (Original). The method of claim 18, further comprising:

storing the call-associated data at said second server.

20 (Previously Presented). The method of claim 17 wherein the details of a customer account comprises at least one of customer reference numbers, customer ordering history, and customer credit information.